

# PROSPER:

## Empowering Retirement Boards and Streamlining PERAC

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Presented to MACRS

October 5, 2016



# Agenda

- Background – What is PROSPER and how did it come about?
  - Project Purpose & Focus
  - Problems & Challenges
- PROSPER
  - Vision
  - Major shifts
  - Benefits
- General timeline
  - When will this happen
- Training and Support
  - Getting up to speed
- Q and A



# PROSPER – What Does It Mean?



# PROSPER: Project Purpose and Focus

- Project Purpose
  - Improve system capabilities
  - Offer more efficient business processes
- Focus Areas



Modernize  
Technology

Reduce  
Manual  
Processes

Consolidate  
Applications &  
Data

Implement  
E-signature to  
Reduce Paper

# Approach

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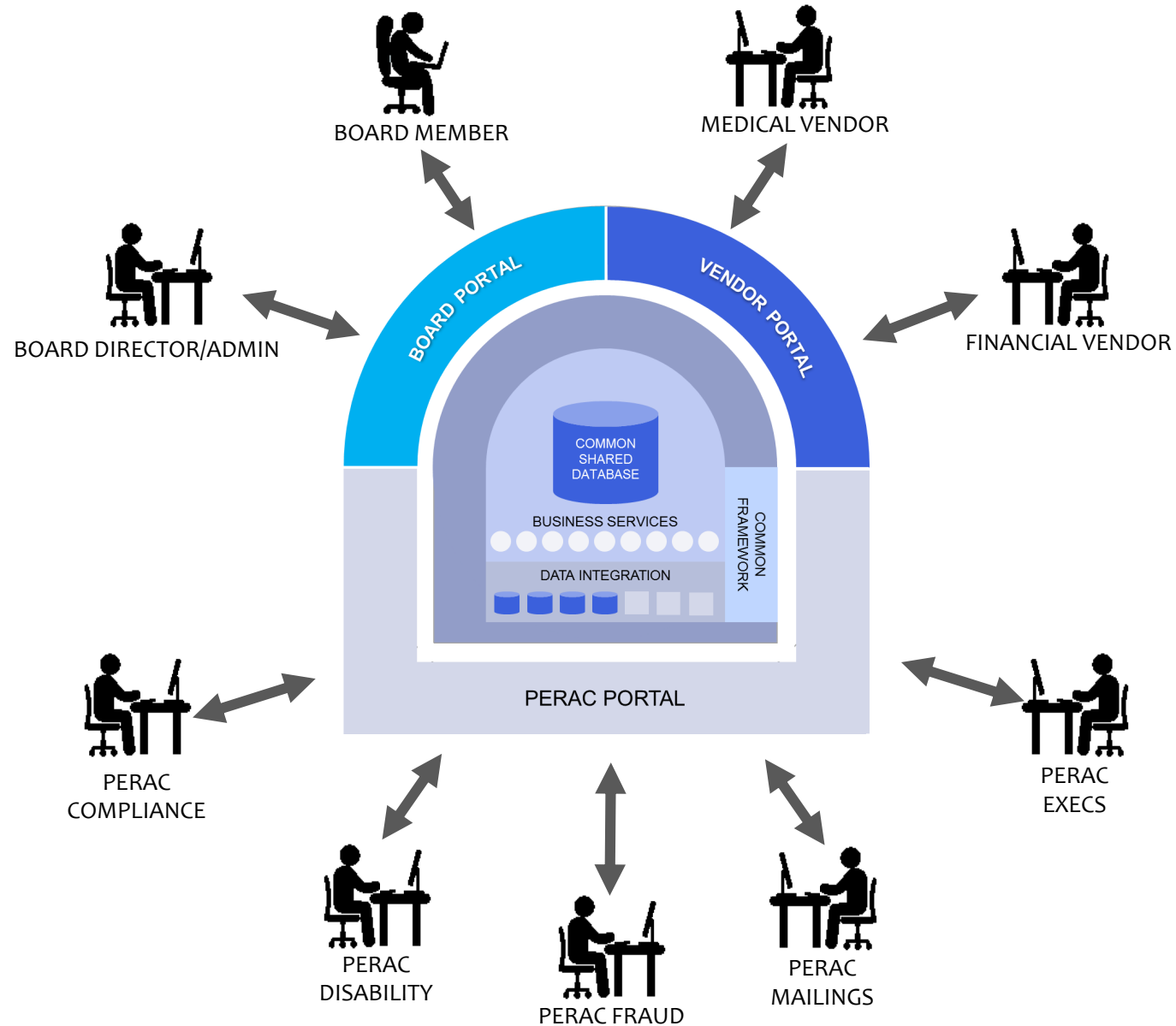
- PERAC
  - Met with all units of PERAC: 150+ meetings
  - Reviewed current capabilities, problems, ideas
- Retirement Boards
  - Met with 17 staff in-person at 3 Retirement Boards
  - Surveyed all Retirement Boards for feedback
- Retirees
- Medical & Financial Vendors
- Mass IT

# Problems & Challenges

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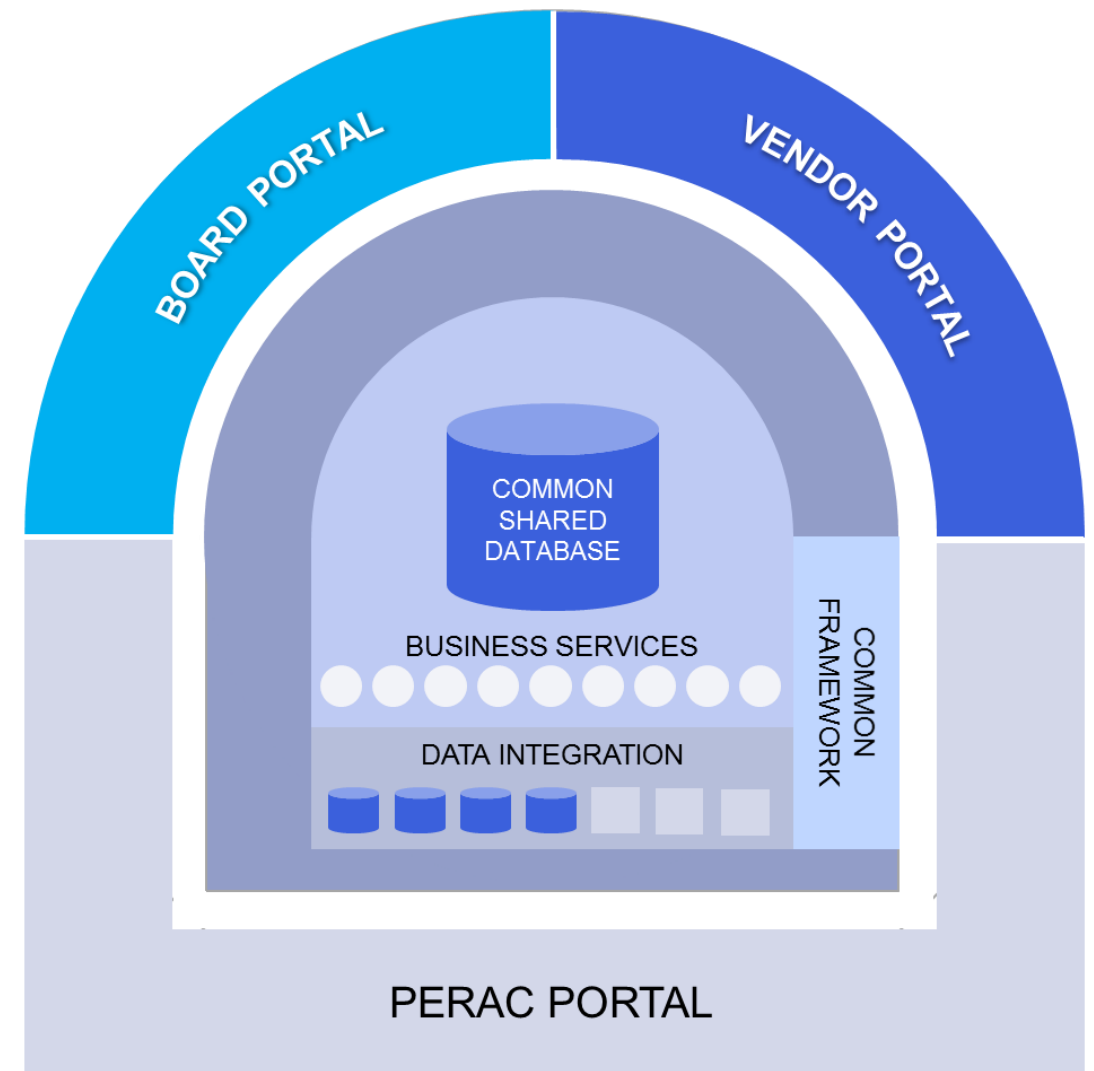
- PERAC
  - Paper-based processing:
    - Labor intensive
    - Slows responses
    - Error-prone
    - Limits transparency and information-sharing
  - Limited information-sharing increases time needed to answer outside information requests
- Board
  - Paper forms can be confusing and have no validation built-in
  - Hard to know what has been received or status of submissions
  - Necessary to submit duplicate information

# PROSPER Vision



# Major shifts

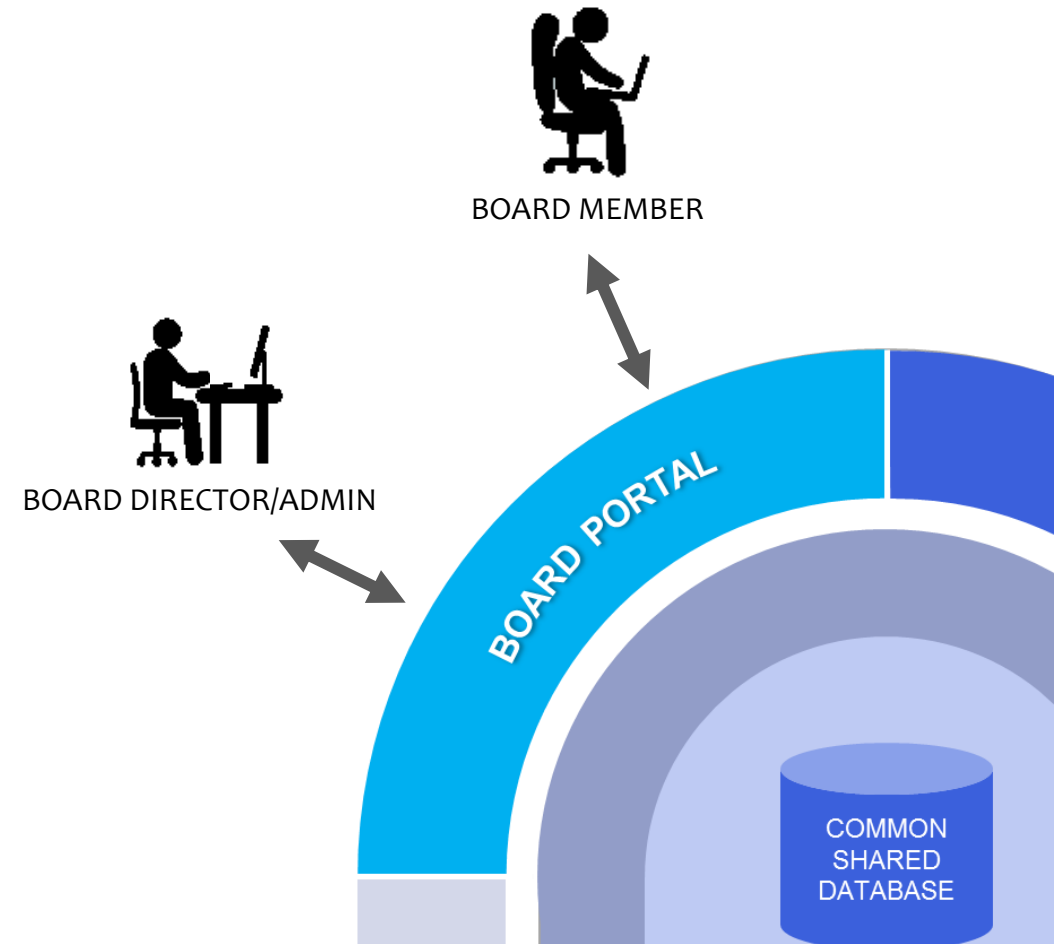
- Self service Portals
  - For Retirement Boards, Financial Vendors and Medical Vendors
  - Communicate electronically through Portal
- Collect information once as close to the original source as possible
- Utilize electronic flows instead of paper
- Single online database connecting all PERAC departments





# What is a “Board Portal?”

- Secure online place
- Each Retirement Board has Private Access
  - Each Board Member has an account
  - Each Board Director / Admin has an account
- Submit Forms Online:
  - Compliance documents, Vendor Procurements, Medical Panel Requests, Disability Transmittals, Annual Financial Statements, Cash Books, Register for Courses
- View Status of Forms and Requests



# Board Portal Overview – Home Page

**BERKSHIRE COUNTY RETIREMENT BOARD** Massachusetts Public Employee Retirement Administration Commission Hello, Board Admin1 Sign Out

**Home** **Tasks**

Board Evaluation has been assigned to you.

Placement Agent Statement has been assigned to you.

Vendor Disclosure has been assigned to you.

Vendor Certification has been assigned to you.

Consultant Certification has been assigned to you.

**Notifications**

Annual Vendor Disclosure was acknowledged on 10/03/2016.

2016 Annual Eligibility for Berkshire B User3 Jr was

**Home - Berkshire County Retirement Board**

**PERAC Memos**   All Years ▾

<b>Memo #2/2016</b> 2016 2016 Limits Under ...	<b>Memo #3/2016</b> 2016 2016 Limits Under ...	<b>Memo #11/2015</b> 2015 New Post-retireme...	<b>Memo #1/2015</b> 2015 2015 Limits Under ...
<b>Memo #2/2015</b> 2015 2015 Limits Under ...	<b>Memo #2/2014</b> 2014 2014 Limits Under ...	<b>Memo #1/2014</b> 2014 2014 Limits Under ...	<b>Memo #2/2013</b> 2013 2013 Limits Under ...
<b>Memo #30/2013</b> 2013 Enforcement Of Po...	<b>Memo #1/2013</b> 2013 2013 Limits Under ...	<b>Memo #11/2012</b> 2012 2012 Limits Under ...	<b>Memo #28/2012</b> 2012 Updated Work She...
<b>Memo #10/2012</b> 2012	<b>Memo #3/2011</b> 2011	<b>Memo #12/2011</b> 2011	<b>Memo #28/2011</b> 2011

Main  
Application  
Tabs

Personal  
Tasks

Personal  
Notifications

Searchable  
Memos  
back to 1997

# Board Portal Overview – Compliance Page

**BERKSHIRE COUNTY RETIREMENT BOARD**    Massachusetts Public Employee Retirement Administration Commission    Hello, Board Admin1    Sign Out

**Compliance Overview**

**Form Submission**

Start Vendor Procurement    Board Change Form

**Education**

Registrations    Education Updates

**Board Member Status**

Board Member	Eligibility Certification	268A Term Pledge	Education Credits
Board User1	Submitted 10/03/2016	Submitted 10/03/2016	3 Credits Due by 03/16/2017
Berkshire A User1		Due by 10/30/2016	3 Credits Due by 03/16/2017
Berkshire User2, Sr	Due by 10/30/2016	Due by 10/30/2016	3 Credits Due by 03/16/2017
Berkshire B User3, Jr	Acknowledged 10/03/2016	Due by 10/30/2016	3 Credits Due by 03/16/2017
Board Chair1	Due by 10/30/2016	Submitted 10/03/2016	3 Credits Due by 03/16/2017

**Refinements**

Overview

Compliance All

**Board Members**

Board User1

Berkshire User1

Berkshire User2, Sr

Berkshire User3, Jr

Board Chair1

Home

Finance

Compliance  
Forms

Education  
Actions

Board  
Status

# Board Portal Overview – Disability Page

Disability Forms

BERKSHIRE COUNTY RETIREMENT BOARD

Massachusetts Public Employee Retirement Administration Commission

Hello, Board D Admin1

Sign Out

Home

Disability

Disability Home

Start Medical Panel Request

Start Involuntary Panel Request

Start Disability Transmittal

+ Member Medical Panel Requests

+ Member Disability Transmittals

+ Member g1A Status: 2015

Member Status

# Some Things Stay the Same

- Most online forms resemble the current paper forms
- Board interaction with Members should not be impacted
- Statements of Financial Interest will still be paper and will be submitted and handled exactly as today
- Board Change Forms will still be submitted as today
- Same support from PERAC Staff



# PROSPER Board Benefits



- Easier and Faster

- Easier to submit information than paper
- Validation occurs on entry
- Interactive forms have help and give feedback



- More Visibility and Feedback

- Instant notice that submission has occurred
- Secure visibility into the whole process
- Instant status updates when forms are processed
- Reminders for items that are due



- More Information

- Access to all PERAC Memos
- Access to all information and ability to take action anywhere 24/7

# General Timeline

**Q1  
2017**

Compliance  
91A  
Mailings

**Q2 & Q3  
2017**

Disability:  
Medical Panel,  
Transmittal,  
CME

**Q4  
2017**

Investment  
Compliance

**Q1  
2018**

Annual  
Financial  
Statements

# Training and Support

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- Regular scheduled training
  - On-line
  - PERAC on-site sessions
- Training Material
  - Printed material with each session
  - On-line copies of training materials and recorded sessions
  - FAQ's online
- Phone support
  - IT issues and application questions



# Questions?



Thank You!

Rob Roberts - PROSPER Project Manager, Collaborative Consulting

Collaborative Consulting is a leading information technology services firm dedicated to helping our clients achieve business advantage through the use of strategy and technology. We deliver a comprehensive set of solutions to our clients, focusing on business process and program management, information management, software solutions and software performance and quality. Our unique model offers both onsite management and IT consulting as well as U.S.-based remote solution delivery.

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